Metrics of Collaborative Business Systems in the Knowledge-Based Economy

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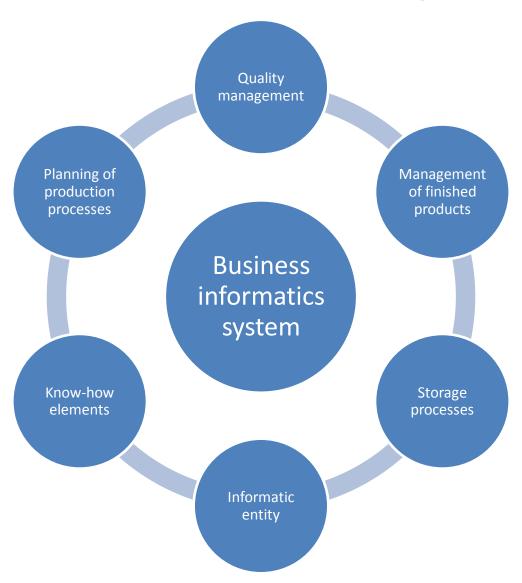
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Business Informatics Systems(1)

- are extremely dynamics;
- businessmen have high expectation of these informatics systems;
- the structural changes in the economy influence the functions of business-oriented informatics systems;
- every businessman need some information for taking the decision.

Business Informatics Systems(2)

Quality Characteristics of Collaborative Business Systems

Reliability	Portability	Continuity
Functionality	Customization	Interoperability

Functional blocks of business informatics systems

• acquisition and analysis of behavior data;

• establishing the profile of actors;

• determines the corrections so the system to work properly.

Context for Semantically Approach

Elements that should be automatically saved in the database for documents involved in the business:

- moments of inserting documents;
- identification elements of operators;
- time between consecutive operations;
- the establishment of complete cycles;
- moments about the updates.

Metrics of Semantic-Oriented Business Collaborative Systems (1)

$$NSNA_k = \frac{NSINC_k}{NSINR_k}$$

$$FROA_k = \frac{NOP_{ik}}{NTOP_k}$$

$$NMAXop = \frac{\min\limits_{i=1}^{npl}\{Nop_i\}}{\max\limits_{i=1}^{npl}\{Nop_i\}}$$

Metrics of Semantic-Oriented Business Collaborative Systems (2)

Indicator	Weight
$NSNA_k$	0.5
$FROA_k$	0.2
$NMAX_{op}$	0.3

$$AI_k = NSNA_k * p_{NSNA_k} + FROA_k * p_{FROA_k} + NMAX_{op} * p_{NMAX_{op}}$$

Conclusions

The business informatics systems are gaining the most varied forms and it is important to design metrics of s business informatics systems because:

- the number of people who access the business informatics system is very high;

- the diversity of users is also very high;

- there is a great variety of access types to organizational.

Thank you

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